

Category 1

Cheryl Massae

From: Jon Clark
Sent: Wednesday, June 19, 2019 2:40 PM
To: Cheryl Massae
Subject: FW: Flight Info

Jon Clark
Executive Director

Butte County Association of Governments (BCAG)
326 Huss Drive, Suite 150
Chico, CA 95928
(530) 809-4616



www.bcag.org

From: Jon Clark
Sent: Thursday, February 21, 2019 9:56 AM
To: Jody Jones
Subject: RE: Flight Info

Jody:

You should be getting emails and notifications to your phone, but here are the flight details.

Also, Shari McCracken and Steve Lambert will be on other flight there and back, Bill Connelly will be on the same flight as you there and back if you want to ride down with him.

Trip summary

Monday, April 01, 2019

8:30 am		4:25 pm	Nonstop
Sacramento, CA, US (SMF)		Washington, DC, US (IAD - Dulles)	4h 55m total
 UA 822 Boeing 737-800			

Thursday, April 04, 2019

5:45 pm		8:35 pm	Nonstop
Washington, DC, US (IAD - Dulles)		Sacramento, CA, US (SMF)	5h 50m total
 UA 291 Boeing 737-800			

**Jon Clark
Executive Director**

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Chico, CA 95928
(530) 809-4616



www.bcag.org

From: Jody Jones <
Sent: Thursday, February 21, 2019 9:20 AM
To: Jon Clark <JClark@bcag.org>
Subject: Re: Flight Info

personal info

Thanks Jon

Sent from my iPad

On Feb 21, 2019, at 8:39 AM, Jon Clark <JClark@bcag.org> wrote:

Jody:

I need to get some personal information to book your flight. Specifically, I need:

1. Full Name
2. Date of birth
3. Email – **I will use this one**
4. Mobile Number – **I will use**

I will send you the booking information once I book the flight.

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<image001.png>
www.bcag.org

Cheryl Massae

From: Jon Clark
Sent: Wednesday, June 19, 2019 2:41 PM
To: Cheryl Massae
Subject: FW: Your United reservation for Washington, DC, US (IAD - Dulles) is processing

Jon Clark
Executive Director

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Chico, CA 95928
(530) 809-4616



www.bcag.org

From: United Airlines, Inc. <unitedairlines@united.com>
Sent: Thursday, February 21, 2019 9:53 AM
To: Jon Clark <JClark@bcag.org>
Subject: Your United reservation for Washington, DC, US (IAD - Dulles) is processing

Add UnitedAirlines@news.united.com to your address book. [See instructions.](#)



Thursday, February 21, 2019

Thank you for choosing United



We're processing your reservation and will send you an eTicket Itinerary and Receipt email once completed. This process usually takes less than an hour, but in rare cases it could take longer. If you don't receive an eTicket Itinerary and Receipt email within 24 hours, please call the United Customer Contact Center

Confirmation number:

Sacramento, CA, US (SMF)
to Washington, DC, US (IAD - Dulles)

HD9WJS

[Manage reservation](#)

[Manage reservation](#)

Purchase summary

1 adult (18-64)		\$569.31
Taxes and fees		\$71.29
Additional services		
Preferred seats		\$38.00
SMF to IAD	Jody Jones	
IAD to SMF	Jody Jones	
Total		\$678.60

Credit card payment: \$678.60 (Visa)

Trip summary

Mon, Apr 01, 2019



UA 822

Nonstop

8:30 am

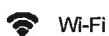
Sacramento, CA, US
(SMF)



4:25 pm

Washington, DC, US (IAD
- Dulles)

Duration: 4h 55m
United Economy (V)
Meals for purchase



Wi-Fi

Thu, Apr 04, 2019



UA 291

Nonstop

5:45 pm

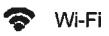
Washington, DC, US (IAD
- Dulles)



8:35 pm

Sacramento, CA, US
(SMF)

Duration: 5h 50m
United Economy (T)
Meals for purchase



Wi-Fi

Travelers

Jody Jones	SMF to IAD	24C	Email address:
	IAD to SMF	23D	

SAVE on base rates and **EARN** up to 2,750 miles on rentals of 2 or more days.

Terms apply.

Quote this offer

Hertz

Extra legroom
Stretch out in United Economy Plus[®] seating

Select your seat



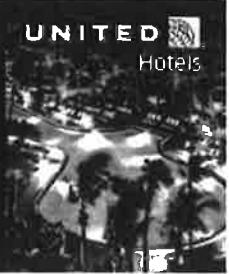
Need a hotel?

Enjoy special hotel rates*, exclusively for United flyers.

See deals

*Subject to availability

UNITED Hotels



Additional trip planning tools

- **Baggage Policies:** View current baggage acceptance allowances.
- **Passport and Visa Information:** International Travel Documentation requirements

Carry-on baggage allowed

United accepts the following items, per customer to be carried on the aircraft at no charge:

- One carry-on bag no more than 45 linear inches or 114 linear centimeters
- One personal item (such as a shoulder or laptop bag)

Due to FAA regulations, operating carriers may have different carry-on requirements. Please check with the operating carrier for more information or go to united.com/baggage.

Checking bags for this itinerary

Checked baggage service charges are collected at any point in the itinerary where bags are checked.

The bag service charges below reflect a maximum outside linear dimension of 62 linear inches (157 cm).

First and second baggage service charges per traveler as listed below:

 Mon, Apr 01, 2019
Sacramento, CA, US (SMF)
to Washington, DC, US (IAD - Dulles) **1st bag** **2nd bag** **Weight per bag**
\$30 per traveler \$40 per traveler **50 lbs (23 kgs)**

 Thu, Apr 04, 2019
Washington, DC, US (IAD - Dulles)
to Sacramento, CA, US (SMF) **1st bag** **2nd bag** **Weight per bag**
\$30 per traveler \$40 per traveler **50 lbs (23 kgs)**

These amounts represent an estimate of the first and second checked baggage service charges that may apply to your itinerary. If your itinerary contains multiple travelers, the service charges may vary by traveler, depending on status or memberships.

First and second bag service charges do not apply to active-duty members of the U.S. military and their accompanying dependents. For additional information regarding baggage charges, allowances, weight/size restrictions, exceptions or embargoes, or charges for overweight, oversized, excess, odd-sized baggage, special items or sporting equipment, visit united.com/baggage.

STAY CONNECTED



A STAR ALLIANCE MEMBER



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The information contained in this e-mail is intended for the original recipient only.

United MileagePlus

900 Grand Plaza Dr.

Houston, TX 77067 USA

Cheryl Massae

From: Jon Clark
Sent: Wednesday, June 19, 2019 2:40 PM
To: Cheryl Massae
Subject: FW: eTicket Itinerary and Receipt for Confirmation HD9WJS

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Receipt for confirmation number HD9WJS



A STAR ALLIANCE MEMBER 

[United logo link to home page](#)

Confirmation: HD9WJS

[Check-In >](#)

Issue Date: February 21, 2019

TRAVELER INFORMATION

Traveler	eTicket Number	Frequent Flyer Number	Seats
JONES/JOD	0162439844157		24C/23D

FLIGHT INFORMATION

Day, Date	Flight	Class	Departure City and Time	Arrival City and Time	Aircraft	Meal
Mon, 01APR19	UA822	V	SACRAMENTO, CA (SMF) 8:30 AM	WASHINGTON, DC (IAD - DULLES) 4:25 PM	737-800	Purchase
Thu, 04APR19	UA291	T	WASHINGTON, DC (IAD - DULLES) 5:45 PM	SACRAMENTO, CA (SMF) 8:35 PM	737-800	Purchase

FARE INFORMATION

Fare Breakdown

Airfare:

Form of Payment:

USD

U.S. Transportation Tax:

VISA
Last Four Digit:

569.31

42.69

September 11th Security Fee:

11.2

U.S. Flight Segment Tax:

8.4

U.S. Passenger Facility Charge:

9

Per Person Total:

640.60

USD

eTicket Total:**640.60****USD**

The airfare you paid on this itinerary totals: 569.31 USD

The taxes, fees, and surcharges paid total: 71.29 USD

Fare Rules: Additional charges may apply for changes in addition to any fare rules listed.

NONREF/0VALUAFDTDPT/CHGFEET

Cancel reservations before the scheduled departure time or TICKET HAS NO VALUE.

Additional Charges: Thu., Feb. 21, 2019/Visa 2181 was charged 19 USD for the SST / EDD 01629293957093
19.00 USD for: Preferred Zone AssignmentThu., Feb. 21, 2019/Visa 2181 was charged 19 USD for the SST / EDD 01629293957104
19.00 USD for: Preferred Zone Assignment

Baggage allowance and charges for this itinerary.**Baggage fees are per traveler**

Origin and destination for checked baggage	1 st bag	2 nd bag	Maximum weight and dimensions per piece of baggage Max wt / dim per piece
4/1/2019 Sacramento, CA (SMF) to Washington, DC (IAD - Dulles)	30.00 USD	40.00 USD	50.0lbs (23.0kg) - 62.0in (157.0cm)
4/4/2019 Washington, DC (IAD - Dulles) to Sacramento, CA (SMF)	30.00 USD	40.00 USD	50.0lbs (23.0kg) - 62.0in (157.0cm)

Important Information about MileagePlus Earning

- Accruals vary based on the terms and conditions of the traveler's frequent flyer program, the traveler's frequent flyer status and the itinerary selected. United MileagePlus® mileage accrual is subject to the rules of the MileagePlus program
- Once travel has started, accruals will no longer display. You can view your MileagePlus account for posted accrual
- You can earn up to 75,000 award miles per ticket. The 75,000 award miles cap may be applied to your posted flight activity in an order different than shown
- PQD are a Premier status requirement for members in the U.S. only.
- Accrual is only displayed for MileagePlus members who choose to accrue to their MileagePlus account.

eTicket Reminders

- **Check-in Requirement** - Bags must be checked and boarding passes obtained at least 30 minutes prior to scheduled departure. Baggage will not be accepted and advance seat assignments may be cancelled if this condition is not met.
EXCEPTION: When departing from Anchorage, Atlanta, Austin, Baltimore, Chicago, Cincinnati, Cleveland, Dallas/Ft. Worth, Denver, Detroit, Fort Lauderdale, Greenville-Spartanburg, Guam, Honolulu, Houston, Indianapolis, Jacksonville, Kona, Las Vegas, Los Angeles, Maui, Miami, New York (LGA), Newark, Orange County (SNA), Orlando, Philadelphia, Phoenix, Pittsburgh, Raleigh/Durham, Reno, San Diego, San Francisco, San Juan, PR (60 minutes), Savannah, Seattle, St. Louis, St. Thomas, U.S. Virgin Islands (60 minutes), Tampa, Washington, DC (both IAD and DCA), the check in requirement time for Passengers and Bags is 45 minutes except where noted.
- **Boarding Requirement** - Passengers must be prepared to board at the departure gate with their boarding pass at least 15 minutes prior to scheduled departure.
- Failure to meet the **Boarding Requirements** may result in cancellation of reservations, denied boarding, removal of checked baggage from the aircraft and loss of eligibility for denied boarding compensation.
- Bring your boarding pass or this eTicket Receipt along with photo identification to the airport.
- The FAA now restricts carry-on baggage to one bag plus one personal item (purse, briefcase, laptop computer, etc.) per passenger. The fare rules for your ticket may restrict your carry-on baggage allowance even further.
- For up to the minute flight information, sign-up for our Flight Status Updates or call 1-800-824-6200; in Spanish 1-800-426-5561.
- If flight segments are not flown in order, your reservation will be cancelled. Rebooking will be subject to the fare rules governing your ticket.
- For the most current status of your reservation, go to our Flight Status page.
- Your eTicket is non transferable and valid for 1 year from the issue date unless otherwise noted in the fare rules.

Data Protection Notice

Your personal data will be processed in accordance with the applicable carriers privacy policy and if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred

Customer Care Contact Information

We welcome your compliments, comments or complaints regarding United or a United travel experience.

You may contact us using our Customer Care form

Hazardous materials

Federal law forbids the carriage of hazardous materials on board aircraft in your luggage or on your person. A violation can result in five years imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124).

Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Common examples of hazardous materials/dangerous goods

include spare or loose lithium batteries, fireworks, strike-anywhere matches, aerosols, pesticides, bleach and corrosive materials.

Additional information can be found on:

[united.com restricted items page](#)

[FAA website Pack Safe page](#)

[TSA website Prohibited Items page](#)

Refunds Within 24 Hours

When you book and ticket a reservation through [united.com](#), the United mobile app, the United Customer Contact Center, at our ticket counters or city ticket offices, or if you use MileagePlus® miles to book an award ticket, we will allow you to cancel the ticketed reservation without penalty and receive a 100 percent refund of the ticket price to the original form of payment if you cancel the reservation within 24 hours of purchase and if the reservation is made one week or more prior to scheduled flight departure.

IMPORTANT CONSUMER NOTICES

- **Notice of Baggage Liability Limitations** - For domestic travel between points within the United States (except for domestic portions of international journeys), United's liability for loss of, damage to, or delay in delivery of a customer's checked baggage is limited to \$3,500 per ticketed customer unless a higher value is declared in advance and additional charges are paid (not applicable to wheelchairs or other assistive devices). For such travel, United assumes no liability for high value, fragile, perishable, or otherwise excluded items; excess valuation may not be declared on certain types of valuable articles. Further information may be obtained from the carrier. For international travel governed by the Warsaw Convention (including the domestic portions of the trip), maximum liability is approximately 640 USD per bag for checked baggage, and 400 USD per passenger for uncheck baggage. For international travel governed by the Montreal Convention (including the domestic portions of the trip), maximum liability is 1,131 SDRs per passenger for baggage, whether checked or uncheck. For baggage lost, delayed, or damaged in connection with domestic travel, United requires that customers provide preliminary notice within 24 hours after arrival of the flight on which the baggage was or was to be transported and submit a written claim within 45 days of the flight. For baggage damaged or delayed in connection with most international travel (including domestic portions of international journeys), the Montreal Convention and United require customers to provide carriers written notice as follows: (a) for damaged baggage, within seven days from the date of receipt of the damaged baggage; (b) for delayed baggage, within 21 days from the date the baggage should have been returned to the customer. Please refer to Rule 28 of United's Contract of Carriage for important information relating to baggage and other limitations of liability.
- **Notice of Incorporated Terms** - Transportation is subject to the terms and conditions of United's Contract of Carriage, which are incorporated herein by reference. Incorporated terms may include, but are not limited to: 1. Limits on liability for personal injury or death of the customer, and for loss, damage, or delay of goods and baggage, including high value, fragile, perishable, or otherwise excluded items. 2. Claims restrictions, including time periods within which customers must file a claim or bring an action against the carrier. 3. Rights of the carrier to change terms of the contract. 4. Rules about reconfirmation of reservations, check-in times, and refusal to carry. 5. Rights of the carrier and limits on liability for delay or failure to perform service, including schedule changes, substitution of an alternate air carrier or aircraft, and rerouting. The full text of United's Contract of Carriage is available at [united.com](#) or you may request a copy at any United ticket counter. Passengers have the right, upon request at any location where United's tickets are sold within the United States, to receive free of charge by mail or other delivery service the full text of United's Contract of Carriage.
- **Notice of Certain Terms** - If you have purchased a restricted ticket, depending on the rules applicable to the fare paid, one or more restrictions including, but not limited to, the following may apply to your travel: (1) the ticket may not be refundable but can be exchanged for a fee for another restricted fare ticket meeting all the rules/restrictions of the original ticket (including the payment of any difference in fares); (2) a fee may apply for changing/canceling

reservations; or (3) select tickets may not be eligible for refunds or changes even for a fee; (4) select tickets have no residual value and cannot be applied towards the purchase of future travel; or (5) travel may be restricted to specific flights and/ or times and a minimum and/or maximum stay may be required. United reserves the right to refuse carriage to any person who has acquired a ticket in violation of any United tariffs, rules, or regulations, or in violation of any applicable national, federal, state, or local law, order, regulation, or ordinance. Notwithstanding the foregoing, you are entitled to a full refund if you cancel a ticket purchased at least a week prior to departure within 24 hours of purchase.

- **Notice of Boarding Times** - For Domestic flights, customers must be at the boarding gate at least 15 minutes prior to scheduled departure. For International flights, customers must be at the boarding gate at least 30 minutes prior to scheduled departure. The time limits provided by United in this Notice are minimum time requirements. Customer and baggage processing times may differ from airport to airport. Please visit united.com for information regarding airport-specific boarding times. It is the customer's responsibility to arrive at the airport with enough time to complete check-in, baggage, and security screening processes within these minimum time limits. Please be sure to check flight information monitors for the correct boarding gate and the departure time of your flight. Failure to be at the boarding gate by the required time could result in the loss of your seat without compensation, regardless of whether you are already checked in or have a confirmed seat and boarding pass.

- **Advice to International Passengers on Carrier Liability** - Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country. For such passengers, the treaty, including contracts of carriage embodied in applicable tariffs, governs, and may limit the liability of the Carrier in respect of death or injury to passengers, and for destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

- **Notice - Overbooking of Flights** - Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadlines, which are available upon request from the air carrier, persons, denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. *Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.*

Thank you for choosing United Airlines
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For assistance, please contact United Airlines via telephone or via e-mail.

Cheryl Massae

From: Jon Clark
Sent: Wednesday, June 19, 2019 2:40 PM
To: Cheryl Massae
Subject: FW: Flight Info

Jon Clark
Executive Director

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(530) 809-4616



www.bcag.org

From: Jon Clark
Sent: Thursday, February 21, 2019 10:12 AM
To: Jody Jones <
Subject: RE: Flight Info

Sorry to bug you again.....I need your address and zip code for the hotel reservation.

Jon Clark
Executive Director

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From: Jody Jones <
Sent: Thursday, February 21, 2019 9:49 AM
To: Jon Clark <JClark@bcag.org>
Subject: Re: Flight Info

I'll just do carryon.

Jody Jones, sent by my I-Phone

On Feb 21, 2019, at 9:34 AM, Jon Clark <JClark@bcag.org> wrote:

Will you be checking a bag or doing carry-on?

I think I can do the check on when booking, but it might need to be done when you check into the flight 24 hours before your flight.

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<image001.png>
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name & date of birth redacted

Thanks Jon

Sent from my iPad

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Jody:

I need to get some personal information to book your flight. Specifically, I need:

1. Full Name
2. Date of birth
3. Email – **I will use this one**
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mobile # redacted

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From: Jody Jones
Sent: Thursday, February 21, 2019 2:44 PM
To: Jon Clark <JClark@bcag.org>
Subject: Re: Flight Info

Personal address redacted

Sent from my iPad

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From: Jody Jones
Sent: Thursday, February 21, 2019 3:22 PM
To: Jon Clark <JClark@bcag.org>
Subject: Re: Flight Info

John, Thanks for making all the arrangements. I got both the hotel and flight confirmations.

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